

## **Investor Grievance Redressal Policy**

### **Background:**

The Company's Ordinary (Equity) Shares are listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE). All shares are in demat form.

The Company has appointed MUFG Intime India Private Limited (formerly known as Link Intime India Private Limited) as Registrar & Share Transfer Agent (RTA) for monitoring investor grievances. Board had also constituted Stakeholders Relationship Committee for addressing concerns of shareholders related matters. The matters related to transfer of securities of the Company and Shareholders/Investors Grievance related function of the Company are addressed by RTA. The Secretarial Department oversees the activities of the RTA to ensure timely resolutions of the grievances and prompt response to the investor.

### **Objective:**

The objective of the Policy is to promote and build prompt Investor Grievance redressal mechanism and investor friendly relations. The Policy thus recognizes the investors' right to always have a contact address available to enable them to query or record grievance. This also enables the Company use investors' views as a feedback mechanism.

### **Grievance Handling Mechanism**

Our Company maintains a fully functional, investor-friendly website where all regulatory updates, as mandated under the Companies Act, 2013, SEBI (Listing Obligations and Disclosure Requirements) Regulations, and SEBI (Prohibition of Insider Trading) Regulations, are promptly disclosed.



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Some of the key steps undertaken by the Company for handling Investor Grievances are enumerated as follows:

1. The Company has a designated email ID [cs@proteantech.in](mailto:cs@proteantech.in)/ [IR@proteantech.in](mailto:IR@proteantech.in) as a dedicated channel for investors to raise queries or seek information. This e-mail ID is mentioned on every communication of the Company to the shareholders and is also mentioned on the website of the Company.
2. The Corporate Secretarial Department access the above-mentioned designated investor grievances e-mail ID on a regular basis to check whether any new complaint or request from securityholders has been received.
3. Full details of the complaint or request are immediately thereafter informed to RTA.
4. The Company adheres to the statutory timeline of 21 days for resolution in case any investor complaint arises. This demonstrates our dedication to maintaining transparency, prompt communication, and compliance with regulatory requirements in all investor-related matters.
5. Corporate Secretarial Department obtains all information available on the complaint or request which is considered necessary for a proper resolution of the grievance. It looks into all the necessary information and undertakes to resolve them as soon as possible.
6. Upon receipt of the necessary documentation and information, and after satisfying the necessary quality checks, the Company follows the practice of resolving the investor complaint or request promptly and as per the service standards established with RTA.
7. Status Report is periodically obtained from RTA in respect of various correspondences and complaints received by the Company directly or by RTA.
8. The Company engages a practicing Company Secretary for carrying out Reconciliation of Share Capital Audit, Audit of delivery of share certificates within the prescribed time limit in

pursuance of statutory requirements.

9. The Status of receipt, redressal and pendency of all the complaints are placed before the Stakeholders Relationship Committee and the Board on quarterly basis (as part of Corporate Governance Report).
10. The Registrars and Transfer Agents (RTA) of the Company is primarily responsible to resolve the investor's grievances and is also responsible for discharging investor service functions effectively, efficiently and expeditiously.
11. The Complaints received through Stock Exchanges are attended immediately. All the investor complaints/grievance received online through "SEBI Complaints Redressal System" (SCORES) are checked regularly and responded expeditiously.
12. The Company has provided an on-line feedback facility to shareholders to give feedback about various investor services offered by the Company.

The Company has also constituted the Stakeholders Relationship Committee (SRC) which functions under the Chairmanship of an Independent Director, to examine and redress complaints by shareholders and investors. The SRC meets as and when required to resolve shareholders' grievances including complaints related to transmission of shares, non-receipt of annual report, non-receipt of declared dividends, issue of new/duplicate certificates etc. The SRC also reviews measures taken by the Company for effective exercise of voting rights by Shareholders.

In addition to the above, SRC reviews adherence to the service standards adopted by the Company in respect of services being rendered by the RTA, review of various measures and initiatives taken by the Company for reducing the quantum of unclaimed dividends and ensuring timely receipt of dividend warrants/annual reports/statutory notices by the Shareholders of the Company. The SRC is authorized to approve request for transmission of shares and issue of duplicate share certificates.

### Policy Adherence Responsibility:

The Company Secretary and Compliance Officer to ensure that all mandatory provisions of SEBI Regulations and SEBI Investor Protection Guidelines, etc. are complied with and complaints/grievances from shareholders and investors and those routed through Stock Exchanges or SEBI SCORES or Statutory authority(ies) are resolved/replied appropriately. The policies formulated will be reviewed periodically to foster more dynamic, open and interactive corporate governance and thereby maximizing shareholder value.